

CROYDON

HEARING

Charity for hearing loss

**Croydon Hearing Resource Centre
(CHRC)**

Stafford House, 19 Stafford Road, Croydon, CR0 4NG

Annual Report
&
Financial Statements
2021—2022

Registered Charity No. 1081376

Private company limited by guarantee in England
Registered No. 4015700

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Aims and Objectives

Aims

The aims of the organisation are to offer on-going practical and emotional support to the clients and their families with the hope that the positive services we provide will restore their self-confidence and enable them to return to live as normal a life as possible. We also aim to encourage self-worth and the right to retain independence.

Objectives

The objectives of the charity are:

- The relief of persons suffering from hearing sensory loss, in particular but not so as to limit the generality of the forgoing.
- Give help and support to sufferers from hearing sensory loss, whether or not they are members of the Charity and provide advice and support to their families of such sufferers.
- Provide information likely to benefit those suffering from a hearing sensory loss
- Encourage the employment of those suffering from a hearing sensory loss.
- Educate the general public as to the needs of those with a hearing sensory loss.
- Provide meeting places for social, educational and recreational purposes.
- Co-operate with the Local Authority and Area Health Authority and other statutory and voluntary services in the provision of information and services for those suffering from a hearing sensory loss and to make and accept referrals relating to such persons to and from the Local Authority, Area Health Authority and other statutory services.
- Advise members of the Charity and persons eligible for membership and their families regarding pensions, disability awards and employment.

What Croydon Hearing currently provides in the community

**CHRC is a proactive organisation providing services for people with a hearing loss and people with a dual sensory loss, primarily for older people but not exclusively;
Equipment assessments for deaf adults and children**

Provision of practical support, information and advice

Working links with other voluntary sector and statutory organisations for primary and secondary needs

CHRC is a voluntary sector service providing direct support to people with a hearing loss for over 38 years and work closely with Croydon Social Services Sensory Impairment Team, Croydon University Hospital Hearing Centre and supporting Health Care Workers in the community by:-

- Providing information and actual support to people using hearing aids by giving basic maintenance, re-tubing, supply of batteries, and ensuring hearing aids are worn correctly. This service is provided from our Centre in Croydon, from local 'open surgeries' which we organise across the Borough and with home visits.
- Performing hearing screenings, on home visits, at Croydon Vision or at CHRC Centre's soundproof room. We also support older people who have additional needs, by arranging joint work and visits with Occupational Therapists for Older People, Croydon Vision caring for deafblind, or refer users to Croydon University Hospital Hearing Centre. This now also includes the Personal Independent coordinators (PICS).
- Providing counselling/insertion practice, referred from Croydon University Hospital Hearing Centre and as we identify clients struggling.
- Identifying directly and taking referrals from other organisations to encourage isolated people to attend independent Social Support Groups where appropriate enabling them to cope better with a hearing loss and to maintain their independence in the community.
- Providing assessments for environmental equipment on loan from Social Services; giving information, advice and support for people and their families.
- Facilitating hiring equipment, communicators and listening devices to people who need additional support and/or because hearing aids are not suitable for them.
- Maintaining a display of equipment at the Centre where potential users can see and try out equipment which is not available on loan from either Social Services or the NHS.
- Acting as a conduit for Hearing LINK, Eastbourne, a national organisation supporting Deafened people and the Croydon Deaf Children's Society.
- Supporting Deaf Awareness Week at the beginning of May each year.
- Offering advice on Deaf Awareness Training for carers and residential/nursing homes on a self-financing basis.
- Promoting issues regarding hearing impairment at all levels through society and to commercial and statutory institutions.
- Providing leaflets on the services we provide in English, Gujarati and Tamil and in 16 point for people with a visual impairment.
- Accessing black and minority ethnic groups through the community and home visits to provide information and practical support as above.
- Remaining active with a number of Croydon Partnerships, The Croydon Disability Forum, and a member of the Croydon Charities Service Delivery Group (CCSDG).
- Maintaining strong links with a number of individual and umbrella voluntary organisations in the Borough where we actively look for new clients for the above services and can promote the issues relevant to all people with a hearing loss regardless of their age.

Chair's Report

This year has been one of recovery. We are so very proud of our organisation having survived the worse part of the pandemic. We have been humbled by the support of our members, clients and volunteers. The determination of our team and managers has been inspiring and the steady steering from the trustees offered us comfort when the realities of the Covid-19 pandemic made us all feel unsure how the year would close.

We were very lucky that the Co-Managers, Vanessa Ledgister and Karen Barber, had created a robust way of working during the pandemic. Through assessing the risk, the team was able to offer our clients some much needed consistency as the pandemic status was lowered. The hard work during this period paid off and the option of hybrid working allowed our productivity to soar upwards.

It is our hope that we will be able to continue to develop a good hybrid working strategy that allows the space for us to shine a spotlight on the work that we do in the community. During the coming year we would like to expand our work in the borough, working with other organisations to offer support to those that need us and removing the barriers that they may experience by exploring Croydon's diverse population in more depth. We have lined up work with other organisations focusing on: areas of deprivation, improving our presence in the north of the borough (specifically the north-west) and resuming our social group activities.

The team will be looking for an additional community surgery location as well as revisit the frequency and schedule of our regular clinics across the borough. We feel that the best way to serve the community is to be in it.

Our home visit support this year experienced an increase in demand and we were grateful to have been able to fill the vacancy for an additional clinician to focus on home visits. The pandemic also hid many clients away from the full understanding of their own health deterioration. Numerous clients who discovered that they need additional support are being moved to our home visit schedule. In addition to this we have identified the need to work with the care homes a little more closely. During the next year we will be working on a package that we can provide to the care homes that allows us to offer the support that they need following huge changes to their staff and residents. We will have to look for funding to support the additional resource to do this.

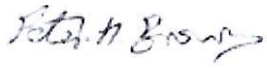
The pandemic has shown that we are able to work in a variety of ways to deliver our service. During this time our database had to work hard to keep up with us. Unfortunately we have arrived at a time when it is no longer fit for purpose and we will need to upgrade from Microsoft 2010 to a newer operating system. We are being held back by the database that can only run on this older version of the software. During next year we will look to find a new system that will work well for the organisation and be more intuitive to the needs of the team and our clients. In preparation for this we have been using some funds to upgrade the hardware. The cost of the upgrade to the database will be covered by using some of the charity's reserves.

As part of our recovery we will be working towards changing the way our volunteers support us. Sadly the pandemic and our statutory obligations to our funders caused us to change the activities that the volunteers did. The new training requirements have been explained to all volunteers and we will now be working toward creating opportunities for volunteer-led activities such as the social group and support at community events.

We are very excited to be celebrating our 40th Anniversary throughout 2022. We will be having a dinner to celebrate with the current team, then a larger party for our Founder, Frankie Gunns, the trustees, volunteers, members and honorary guests. During the 40th Anniversary year we will be looking back at the activities that originally started the charity, and using our earliest mission to help us to look towards the future of the organisation. Our celebrations will be kicked off with the launch of the new website that we have been working on. We will then use that as a stepping stone and basis for our social media presence.

In the coming year we will begin to sow the seeds for projects that we would like to embark on. This will include the work with care homes and a social group. In addition to this, we will be working toward creating BSL friendly community surgeries, working with almshouses, collaborating with Croydon Libraries and extending our marketing push to care agencies, GP surgeries and opticians around Croydon that offer audiology services.

We are glad that we were able to emerge from the pandemic with stronger foundations. We look forward to working more closely in our community and exploring more activities that benefit all of our clients.



Peter Brown
Chair of Trustees
Croydon Hearing Resource Centre

26th October 2022

Trustees Report

This annual report covers the financial year between 2021 and 2022. This was the year that the Covid-19 lockdowns ended which enabled us to formulate the way that we provided support to the community and re-emerge with a new hope in this post-pandemic time.

During this year many of the Covid-19 pandemic restrictions ended. This enabled lots of our clients to be able to leave their homes, as the clinically vulnerable isolation requirements were lifted. We knew that we would see an increase in activity, but also knew that this would not necessarily enable us to meet all targets from our statutory funders.

Our co-managers Karen Barber and Vanessa Ledgister needed to work with our funders to mitigate the pressure that the team would experience when trying to deliver our performance indicators as Covid-19 was still prevalent in the community. This could only be done through our quarterly reports and meetings, ensuring that both our NHS grant and Council contract were delivered in a satisfactory way as agreed by our commissioners.

Within our restricted funding, both our South West London Clinical Commissioning Group (CCG) grant and our Croydon Council contract were given allowances for the many changes that happened during the year. Considerations were made for the ability to go out into the community and also into people's homes. This enabled our team to deliver a service that, not only we could be proud of, but both statutory organisations were happy with.

Our biggest challenge this year was resuming the community surgeries. Although the year began without all of these operational, we were eventually able to reopen all venues with the exception of two. Our South Norwood location had moved due to the pandemic. The new location proved to be in a difficult setting for our clients to get to and a change to the day that we could have held our surgery there would have had a huge impact on the team, so we had to decline. Our Thornton Heath community surgery had been completely closed due to the pandemic, so we had to find a new location. We moved to the Thornton Heath Salvation Army. The South West London CCG understood the changes and the access to clients across all localities.

The community surgery schedule changed from all community surgeries being held monthly, to only two continuing on a monthly basis. All other surgeries varied from either quarterly or twice quarterly. This decision was made in response to the increase in rent that we received from all venues. The highest increase was at £50 for each session. There was a further impact on the team as we continued to operate by appointment only; this required the team to book clients in to the surgeries during their administration days and was, and continues to be, time consuming.

Thankfully we were able to support our reduction in community surgeries with our other outreach activities that included our attendance at Sanderstead Community Day and presentations at the BME Forum and Croydon Vision's Dual Sensory Day.

Our contract with Croydon Council was renewed for a further 12 months to provide the assistive equipment service.

The grant with the South West London Clinical Commissioning Group (SWLCCG) was renewed for 12 months to provide hearing aid after care and initial hearing tests. We were also able to receive an inflationary uplift.

We are in a continued dialogue with both Croydon Council and South West London Clinical Commissioning Group with regards to the funding for 2022/2023.

Our performance indicators are as follows.

Activity Plan 2021/2022	Annual Total	2020/21 Totals
Number of Services provided	3330	3101
Number of Services Provided at The Centre	2069	2449
Number of Services Provided at Open Surgeries	600	191
New Clients	112	63
Hearing Screenings	10	0
Home Visits	466	227
Re-tubing	1125	598

Our increased performance in providing services was due to the tireless work of the team. These figures in some instances are better than before the pandemic due to the changes in the way that we work that allows us to showcase our productivity. We can only expect these figures to continue to rise.

We were overjoyed to have employed Julie Sayer in February 2022 as a Community Hearing Clinician. Julie has been a fantastic addition to the team and is able to boost our home visit work.

All staff underwent a several months of refresher training during this year. We introduced a new training matrix to list all training for staff and volunteers. The matrix enables us to prove to our funders that we are working within the guidance of Safeguarding for both children and adults. We also added Ethnicity and Diversity training as well as Unconscious Bias to strengthen the way we work in our diverse borough.

There have been no serious incidents during the year in question, therefore we have not been required to file any reports with Charity Commission.

It should be noted that three members of staff are enrolled under the Government Auto Enrolment Pensions Scheme.

We thank Croydon Council and the South West London CCG for their continuing support. Special thanks also go to the following organisations who have given donations in support of the Charity;

Ros Harding Trust
Waitrose Community Services

Selsdon Baptist Church

We are also extremely grateful to the families and clients that have donated, or continue to donate, money and for the monies given "in memoriam". These bequests and donations will be allocated for spending on new and advanced equipment, office refurbishment, staff training and additional staffing costs.

The Trustees would like to give their continuing support and a big thank you to all of the staff. Due to the changes in the way that we work, namely working from home, we have been unable to welcome back our volunteers but we would like to thank them for their support during this time.

This is what makes Croydon Hearing such a continuing success.



Mary Saunders

Trustee
Croydon Hearing Resource Centre

26th October 2022

Independent examiner's report to the trustees of Croydon Hearing Resource Centre

I report on the accounts of the Croydon Hearing Resource Centre for the year ended 31st March 2022, which are set out on pages FS 1 to FS 5.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of Companies Act 2006 ('the 2006 Act'). The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

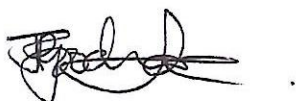
Independent examiner's statement

In connection with my examination, I can confirm that no material matters have come to my attention which gives me reasonable cause to believe that, in any material respect:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts did not accord with such records; or
- the accounts did not comply with relevant accounting requirements of section 396 of the Companies Act 2006; or
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)]

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in respect of this report in order to enable proper understanding of the accounts to be reached.

Joanna Goodridge MICB
JG & Associates
Marco Polo House
3-5 Lansdowne Road
Croydon
CR0 2BX



24th October 2022

CROYDON HEARING RESOURCE CENTRE
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	General Fund £	Restricted Funds £	Total Funds £	2021 £
Income and Expenditure					
Incoming Resources					
Fundraising, Legacies and Donations					
Covenants		-	-	-	-
Christmas Draw		1,348	-	1,348	1,267
Donations		7,787	-	7,787	5,163
Subscriptions from Members		7,415	-	7,415	6,210
Gift Aid		60	-	60	3,544
Miscellaneous Income		1,750	-	1,750	3,606
Charitable Activities					
London Borough of Croydon		-	62,422	62,422	62,423
Croydon NHS CCG		-	45,896	45,896	44,646
Bothwell Charitable Trust		-	-	-	-
Ros Harding Trust		-	2,000	2,000	500
Covid 19 Response		-	-	-	3,800
Investment Income					
Interest received		13	-	13	132
Total Income		18,373	110,318	128,691	131,291
Resources Expended					
Direct Charitable Expenditure	5	-	95,789	95,789	96,612
Management and Administration of the Charity	6	44,794	601	45,395	45,913
Total Expenditure		44,794	96,390	141,184	142,525
Net incoming resources before transfers		(26,421)	13,928	(12,493)	(11,234)
Transfers between funds					
		-	-	-	-
Net movement in funds		-	-	-	-
Reconciliation of funds:					
Net incoming resources for the year		(26,421)	13,928	(12,493)	(11,234)
Fund balances brought forward at 1st April 2021		132,084	38,783	170,867	182,101
Fund balances carried forward at 31st March 2022		<u>105,663</u>	<u>52,711</u>	<u>158,374</u>	<u>170,867</u>

CROYDON HEARING RESOURCE CENTRE

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31ST MARCH 2022

INCOME	<i>Notes</i>	2022 £	2021 £
Donations and Legacies		18,360	19,790
Charitable Activities		110,318	111,369
Investment Income		13	132
Total Income		<u>128,691</u>	<u>131,291</u>
EXPENDITURE			
Salaries and Other Direct Charitable Expenditure	5	95,789	96,612
Administrative Expenses	6	45,395	45,913
Total Expenditure		<u>141,184</u>	<u>142,525</u>
NET INCOME/(EXPENDITURE) FOR THE YEAR		<u><u>(12,493)</u></u>	<u><u>(11,234)</u></u>

CROYDON HEARING RESOURCE CENTRE

BALANCE SHEET

AS AT 31ST MARCH 2022

	Notes	£	2022 £	£	2021 £
FIXED ASSETS	2				
Office Equipment at cost			-		-
Less : Grants Received			-		-
			<u>-</u>		<u>-</u>
CURRENT ASSETS					
Debtors	5	70,072		7,741	
Prepayments	5	-		3,104	
Cash at bank and in hand		91,579		172,276	
		<u>161,651</u>		<u>183,121</u>	
CREDITORS : amounts falling due within one year	6	3,276		1,020	
NET CURRENT ASSETS			158,375		182,101
NET ASSETS			<u>158,375</u>		<u>182,101</u>
FUNDS AND RESERVES					
General Fund			105,663		132,084
Restricted Funds			52,711		38,783
	7		<u>158,374</u>		<u>170,867</u>

For the year ended 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

Approved by the board of directors on 26 October 2022 and signed on their behalf by:



Mary Saunders
Director

CROYDON HEARING RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022

1. **ACCOUNTING POLICIES**

Basis of Accounting

The accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition) - ("Charities SORP (FRS102)), the financial reporting standard applicable in the UK and Republic of Ireland (FRS102), the Charities Act 2011 and the Companies Act 2006.

The Company meets the definition of a public benefit entity under FRS 102

The accounts are prepared in sterling which is the functional currency of the charity.

2. **Going Concern**

In preparing these financial statements the Directors have reviewed future cash flow forecasts and budgets and consider that future activities of the Company will generate sufficient cash to allow the Company to continue to operate for the foreseeable future. Having carefully considered the Company's financial plans and position, including the impact of Covid-19, the Directors are confident in the Company's ability to meet its targets. For this reason, they continue to adopt the going concern basis of accounting.

3. **Taxation**

The company, being a registered charity would be generally exempt from corporation tax and income tax, and therefore no provision for tax has been made in these accounts. It is not exempt from Value Added Tax, and irrecoverable VAT is therefore included in the cost of those items to which it relates.

4. **Fixed Assets**

Equipment is depreciated at rates to write off the cost over the useful life of each asset.

FIXED ASSETS

	Office Equipment
Cost	
At 1 April 2021	£
Additions/(Disposals)	-
At 31 March 2022	-
Depreciation	
At 1 April 2021	-
Charge for the year	-
At 31 March 2022	-
Written down amount	
At 31 March 2021	-
At 31 March 2022	-

5. **Income and Expenditure**

Income and expenditure is included in the financial statements on an accruals basis.

Income is recognised when the charity is entitled to it, the amount can be reliably measured and receipt is probable.

Expenditure is allocated to expense headings either on a direct cost basis, or apportioned according to management estimates of time spent or space occupied, as appropriate.

DIRECT CHARITABLE EXPENDITURE

	General Fund	Restricted Funds	Total Funds	2021
	£	£	£	£
Salaries and National Insurance	-	92,491	92,491	94,842
Environmental & Hearing Aid Equipment	-	1,524	1,524	1,195
Travelling Expenses & hire of halls	-	1,774	1,774	575
Training	-	-	-	3,084
	-	95,789	95,789	96,612

CROYDON HEARING RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022

6 MANAGEMENT AND ADMINISTRATION OF THE CHARITY

	General Fund	Restricted Fund	Total Funds	2021
	£	£	£	£
Office Rent	18,000	-	18,000	18,000
Office Equipment Rentals	9,819	-	9,819	7,190
Printing and Stationery	359	-	359	440
Telephone	8,457	156	8,613	8,503
Postage	993	-	993	817
Insurance	2,015	-	2,015	2,319
Building Maintenance	3,195	-	3,195	2,440
Trustees' Expenses	-	-	-	-
Advertising and Publicity	471	-	471	-
Training	-	-	-	2,452
AGM expenses	13	-	13	313
Independent Examination	450	-	450	900
Legal Fees	-	-	-	-
Other	1,022	445	1,467	2,539
	<u>44,794</u>	<u>601</u>	<u>45,395</u>	<u>45,913</u>

No director received any remuneration in the year.

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DEBTORS:

	2022	2021
	£	£
Disability Croydon	-	600
Croydon Council	62,423	-
SW London NHS CCG	7,649	7,441
	<u>70,072</u>	<u>8,041</u>

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PREPAYMENTS:

	2022	2021
	£	£
Prepayments	-	20

9

CREDITORS: Amounts Falling Due Within One Year

	2022	2021
	£	£
Membership advances	1,120	275
Independent Examination	450	450
Ros Harding Trust	1,500	-
Other Creditors	206	455
	<u>3,276</u>	<u>1,180</u>

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FUNDS AND RESERVES

	2022	2021
	£	£
Income and Expenditure Account:		
Opening reserves at 1 April 2021	170,867	182,101
Profit/(Deficit) for the year	(12,493)	(11,234)
Balance Carried Forward at 31 March 2022	<u>158,374</u>	<u>170,867</u>

CROYDON HEARING RESOURCE CENTRE

TRUSTEES' REPORT

The Trustees present their report of Croydon Hearing Resource Centre for the year ending 31 March 2022.

1 Legal and administrative information

The company was incorporated on 12 June 2000 as a company limited by guarantee (registered number 04015700) and is registered as a charity with the Charity Commission (number 1081376). The affairs of the company are governed by its Memorandum and Articles of Association. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £10 for each member. On 1 October 2000 the company took over the work being carried out by the charity "Croydon Hard of Hearing Project" together with its assets and liabilities and staff employment contracts.

Those who served as Trustees at any time during the year were:

<u>Name</u>	<u>Appointed</u>	<u>Retired</u>
Mary Saunders	25 June 2012	-
Sandra Worrall	13 June 2013	-
Peter Brown	28 June 2016	-
David Rose	17 November 2020	-

The registered office of the company and the place from which it carries out its work is:

19 Stafford Road, Croydon, Surrey CR0 4NG

Organisations appointed to advise and assist the company are:

Bankers: Barclays Bank PLC 1 North End, Croydon CR9 1RN

2 Developments, activities and achievements during the year

See "Trustees' Annual Report"

CROYDON HEARING RESOURCE CENTRE

TRUSTEES' REPORT

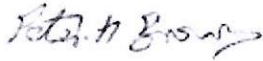
1 Directors' Responsibilities

Company Law requires the directors to prepare accounts for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those accounts the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- Follow applicable accounting standards, subject to any material departures disclosed and explained in the accounts;
- Prepare the accounts on a going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed on behalf of the directors



Peter Brown
(Chairman)

Approved by the directors on 26 October 2021

Registered Office;

Croydon Hearing Resource Centre
Stafford House
19 Stafford Road
Waddon
Croydon
CR0 4NG

Telephone: 020 8686 0049

Email Address: hello@croydonhearing.org.uk

Website: www.croydonhearing.org.uk

In partnership with:

CROYDON
www.croydon.gov.uk

NHS

Delivering an integrated care system.

CROYDON

HEARING
Charity for hearing loss

LIVING • CARING • HEARING